

SECRET

4. A method for providing support information to vendor customers, comprising the steps of:

providing a vendor web site with vendor web pages including selected user interface features;

providing a support service provider web site with support service provider web pages including user interface features corresponding to the selected user interface features of the vendor web pages; and

linking a support selection on the vendor web site to the support service provider web site so that when customers make a support selection it will be transparently linked to the support service provider web page.

5. The method according to claim 4, further including the steps of:

providing links on the support service provider web pages that return users to the vendor web site.

6. The method of claim 4, further including the step of naming the support service provider web pages to include the vendor web page name.

7. A computer-implemented system for transparently providing support via an independent support provider web site through links provided on a host web site, comprising:

a host web site accessible via a computer networking system;

at least one of a host web page defined by HTML language in a specific HTML format;

a support service web site independent of the host web site, the support service web site accessible via the computer networking system;

a link on the host web page connecting the host web site to the support service web site;

at least one of a support service web page accessible through the link;

relevant support information provided on the support service web page, the relevant support information presented in a consistent format to the host web page as defined by the host web page HTML language in the specific HTML format.

8. The computer-implemented system of claim 7 wherein the support service web page includes visual displays from the vendor web site.

9. The computer-implemented system of claim 7 wherein the support service web page includes a uniform resource locator consistent with the vendor web site uniform resource locator.

10. The computer-implemented system of claim 7 further including a link on the support service web page connecting the support service web site back to the host web site.